

LVHN QUARTERLY

Summer 2015



LVHN TO JOIN MEMORIAL SLOAN KETTERING CANCER ALLIANCE

LVHN and Memorial Sloan Kettering (MSK) Cancer Center – the world's oldest and largest private cancer center – announced that LVHN has been selected to be the second member of the Memorial Sloan Kettering Cancer Alliance. The goal of the alliance is to bring the most current knowledge and advanced cancer care into the community setting, where more than 80 percent of cancer care is delivered.

Currently, MSK and LVHN are participating in a mutual process of collaboration and evaluation to determine how the organizations can best work together to improve care for patients and enhance cancer research at both organizations. Once that process is complete and LVHN becomes a member of the MSK Cancer Alliance, here is what will happen:

- ▶ Patients will benefit from expanded access to MSK clinical trials, as well as the latest discoveries in cancer research. Almost every important advance in cancer treatment has come as a result of clinical trials. Although we currently offer the most clinical trials in the region, becoming an alliance member will give patients even more treatment options.

- ▶ LVHN physicians, such as Suresh Nair, MD (pictured above at our Aug. 4 news conference), will discuss their more complex cancer cases with MSK physicians, who have experience in treating different and rare forms of cancers, and related blood disorders.
- ▶ LVHN physicians will have the opportunity to visit MSK to observe new techniques.
- ▶ Both institutions will share educational resources and begin the process of collecting and tracking data on quality of care, outcomes and patient satisfaction.

With more than 800 clinical trials available at its facilities, MSK is leading the nation's effort in seeking new and better ways to treat the disease. Starting early in 2016, LVHN patients will have access to experimental treatments that may not be available at other community hospitals for up to five years.

-Rick Martuscelli

learn About the ALLIANCE

LVHNDAILY

Search **#MSK** for more information and a video about our relationship with MSK, which began nearly 50 years ago.

your TO-DO LIST

1. Attend the Colleague Forum on Sept. 28 at 2 p.m. Search **#Forum** on LVHN Daily for locations. Can't attend? Watch a video of the forum on LVHN Daily beginning Oct. 1.

2. Enroll in your 2016 benefits Oct. 9-30. Check your home mail and read page 7 for details.

3. Sign up for MyLVHN. Visit MyLVHN.org to create an account and view your medical record.

4. Complete the first quarter bundle by Sept. 30. Click the TLC icon on your SSO toolbar.

5. Get your flu shot. Find out where to get vaccinated on page 7.

CHILDREN'S SURGERY CENTER PLANNED

Our new Children's Surgery Center, to be housed at LVH-Cedar Crest's 1210 building, will provide dedicated space for outpatient pediatric surgeries and will broaden the services available through Children's Hospital at Lehigh Valley Hospital.

Because the center will be located in proximity to other Children's Hospital features such as the Children's ER, pediatrics unit and pedi-

atric intensive care unit (PICU), the Children's Surgery Center will:

- ▶ Enhance the patient experience and access to care
- ▶ Increase the quality, safety and access of our pediatric surgical services, both inpatient and outpatient
- ▶ Create efficiency and cost-effectiveness

- ▶ Support our neonatal intensive care unit, PICU, pediatric trauma center and pediatric cancer program

The center is scheduled to open in February 2016.

-Rick Martuscelli

NEW OUTPATIENT REHAB FACILITIES COMING SOON

The demand for our outpatient rehabilitation services is high. To give patients access to these services, we're opening two new outpatient rehab facilities. They are located in:

- ▶ **North Bethlehem** at 3859 Nazareth Pike, at the intersection of routes 22 and 191
- ▶ **Whitehall** at 3333 Seventh St.

Patients recovering from an injury or surgery will receive personalized care from licensed therapists. Other services include:

- ▶ General physical therapy
- ▶ Orthopedics and sports rehabilitation
- ▶ Back and neck care
- ▶ Gait dysfunction
- ▶ Balance and fall risk

In July, we started providing outpatient rehab services at our Health Centers in Bath and Fogelsville. This brings our total number of adult and pediatric outpatient rehabilitation facilities to 21.

-Rick Martuscelli

Visit LVHN.org/rehab for all our outpatient rehab locations.

In Case You Missed It

LVHNDAILY

Get details on these stories by searching the corresponding hashtag (#).

- ▶ Health Center at Fogelsville Opens (#Fogelsville)

- ▶ Videos, Ads Show LVHN's Expertise in Surgery (#Surgery)

- ▶ Epic Goes Live During Wave 2 (#Wave2)

- ▶ Center for Inpatient Rehabilitation-Cedar Crest Opens (#InpatientRehab)

- ▶ LVHN, Pocono Health System Sign Letter of Intent to Merge (#Pocono)

U.S. NEWS RANKS TWO LVHN HOSPITALS IN TOP 10 STATEWIDE



LVHN is ranked for the 20th consecutive year on U.S. News & World Report's Best Hospitals list, and has two of the top 10 hospitals in Pennsylvania.

Lehigh Valley Hospital

- ▶ Region's only nationally ranked hospital
- ▶ Ranks number three among Pennsylvania hospitals
- ▶ Among the nation's top 3 percent of leading hospitals in seven specialties
 - Cardiology and heart surgery

- Gastroenterology and GI surgery
- Geriatrics
- Gynecology
- Orthopedics
- Pulmonology
- Urology
- ▶ High performing in four specialties
 - Diabetes and endocrinology
 - Ear, nose and throat
 - Nephrology
 - Neurology and neurosurgery

LVH-Muhlenberg

- ▶ Ranks number 10 among Pennsylvania hospitals
- ▶ High performing in three specialties
 - Diabetes and endocrinology
 - Geriatrics
 - Pulmonology

-Rick Martuscelli

IMPROVING ACCESS AND EXPERIENCE



Terry Capuano, RN
Executive vice president and chief operating officer

Q Why are our new “better care” goals focused on patient access and experience?

Providing the people of our community with the care they need, when they need it, is our aim. People have more choices where to receive care than they’ve ever had. We want them to come to LVHN because we know they’ll receive the best care and service here. Many already choose us when they need care for a more serious illness or injury. However, we want to be the first choice for primary care and all health care needs. Improving access and giving patients the best possible experience will position LVHN first in the minds of those seeking health and wellness care.

Q Where do we need to improve access?

When our services cannot be accessed, we’re not fulfilling our mission to heal, comfort and care for our community. We need to improve access in our:

- ▶ Specialty practices – We hear stories about patients not being able to see a specialist when they need one.
- ▶ Hospitals – Too frequently, patients are waiting in our emergency departments

(EDs), operating rooms and other entry points for an available hospital bed. When our EDs are full, we must divert ambulances – and their patients – to another hospital.

- ▶ Call centers – When callers are on hold for a long time, they may hang up and call another health care provider.

Q What steps are we taking to improve access?

We’re improving access by opening new health centers and ExpressCARE locations. We’re adding resources to handle our call volume in central scheduling. Patients can now call one number (610-402-TEST) to schedule a variety of outpatient appointments including testing, diagnostics and therapy. Our future goal is to establish one phone number patients can call to schedule any appointment or test throughout LVHN, including LVPG practices. And, to improve access in our hospitals, we’re taking steps to shorten length of stay. Read page 5 for details.

Q How can we improve the patient experience?

Giving patients and their families the best possible experience begins with giving them access to our services. Once they’re here,

there are many ways we can ensure a positive experience. Examples include greeting patients warmly on the phone and in person, assisting in navigation, reducing wait times in all facilities, minimizing hospital noise at night, ensuring a clean environment, providing privacy, and simply treating our patients like we would want to be treated. For children, we can provide a family-friendly environment for every process and encounter.

Q How will we measure success?

The article and chart on pages 4 and 5 explain what we will monitor to ensure patients have access to our care and an exceptional experience, always. Based on our track record, I’m confident we’ll succeed because we are an organization that continually strives to do better for our community.

-Sheila Caballero

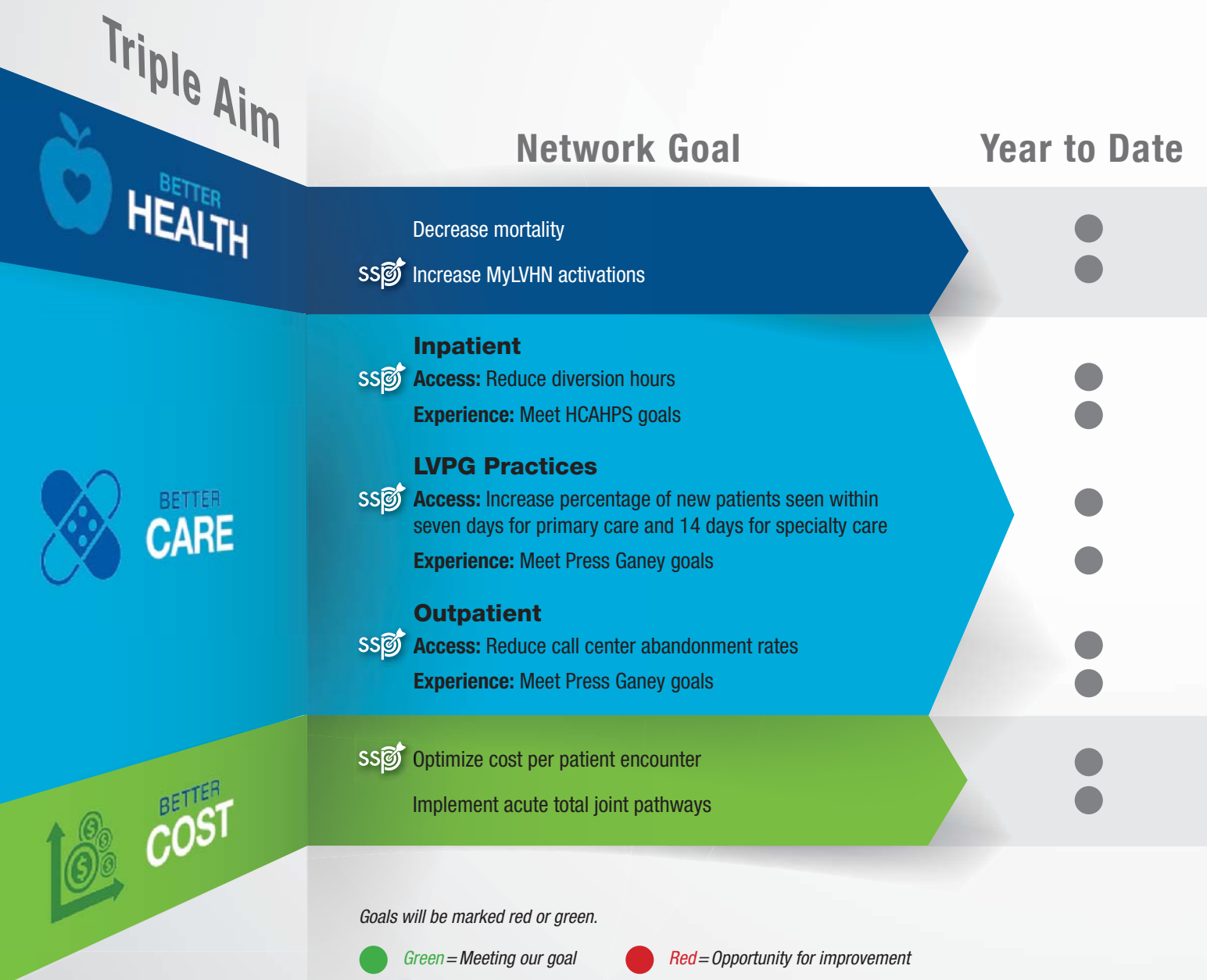
read more Q&As.

LVHNDAILY

Search #Q&A for information on many topics

ARE WE **REACHING** OUR GOALS?

AS WE STRIVE TO ACHIEVE OUR GOALS RELATED TO THE TRIPLE AIM (BETTER HEALTH, BETTER CARE AND BETTER COST), WE'LL USE THIS CHART TO TRACK OUR PROGRESS THROUGHOUT FISCAL YEAR 2016.



Goals will be marked red or green.

● Green = Meeting our goal ● Red = Opportunity for improvement

SSP Goal must be achieved at the end of fiscal year 2016 to earn a Shared Success Plan (SSP) bonus in October.

NEW GOALS FOR FISCAL YEAR 2016

Each fiscal year we set goals to help us focus on the things we must do to further our mission. Here are details about our fiscal year 2016 goals, which again are based on the Triple Aim.

Better Health

- Decrease mortality. We'll compare the number of patients who pass away in our hospitals (observed mortality) with the number of patients we expect to pass away because they have conditions and factors that are beyond our control (expected mortality), and strive to exceed national benchmarks.
- Increase MyLVHN activations. MyLVHN.org is our new patient portal that connects patients with their personal health information. Our target goal is to have 37,300 patients activate an account.

create a **MyLVHN** account

Visit **MyLVHN.org**.

Better Care

We must ensure patients always have access to our care and an exceptional experience in inpatient, LVPG practice and outpatient ambulatory settings.

Inpatient

- Reduce diversion hours by 65 percent (target goal). Read the story below to learn more.
- Provide an exceptional experience. We'll monitor HCAHPS scores.

LVPG practices

- Increase the percentage of new LVPG patients seen within seven days for primary care and within 14 days for specialty care.
- Provide an exceptional experience. We'll monitor our Press Ganey scores.

Outpatient ambulatory services

- Reduce call center abandonment rates. We'll strive to quickly help callers to our call centers.

- Provide an exceptional experience. We'll monitor our Press Ganey scores.

Better Cost

- Optimize total cost per patient encounter. Our target goal is to keep costs in our hospitals, physician practices and Health Network Laboratories 0.2 percent below the budgeted amount.
- Implement total joint pathways. We'll identify ways to perform total joint replacements more efficiently.

-Rick Martuscelli

Use the graph on page 4 to track our progress and see which goals we must achieve to earn a Shared Success Plan (SSP) bonus. Look for it in every LVHN Quarterly and on LVHN Daily.

HELP REDUCE LENGTH OF STAY



More than 50 suggestions have been submitted by colleagues who have ideas about reducing inpatient length of stay, improving patient access and eliminating diversions and operating room holds.

Suggestions include:

- Empower primary care physicians to perform direct admissions more frequently, rather than send patients they know warrant admission through the emergency department.
- To open up behavioral health rooms on weekends, conduct more weekend discharges. Currently, most patients are discharged Monday through Friday.
- Interventional radiology-related procedures usually occur on Monday and are not done readily on weekends. Facilitate these services on weekends, and you'll more efficiently move patients through the system.

- Have our dispatch center notify admitting or the receiving unit when an ambulance or aircraft leaves the referring facility. This would ensure patients are in the system when they arrive.

Thus far, 15 working groups related to this project have been formed to examine your suggestions and other possible efficiencies in areas such as patient flow, surgical flow, observations, the overall admission process, hospital medicine communication and collaborative patient rounding. By working together, we'll find ways to ensure transporters like Magaly Muniz (pictured) can send patients home as soon as possible.

-Ted Williams

suggest a
potential **EFFICIENCY**

Email **402CARE@lvhn.org** to contribute an idea.

DISCOUNTS AT LOCAL RESTAURANTS FOR COLLEAGUES

Heads up, hungry colleagues. You can save money at several area restaurants just by showing your LVHN ID badge. Here are examples of discounts made possible by LVHN's Recreation Committee.

- ▶ **Gourmet Buffet & Grille**, Allentown – 20 percent off food purchases Monday-Friday
- ▶ **Linx Restaurant and Pub**, Allentown – 20 percent off regularly priced food
- ▶ **Pickles Steakhouse**, Emmaus – 20 percent off regularly priced food
- ▶ **Rodizio Grill**, Allentown – 20 percent off full lunch or dinner for a colleague and one guest
- ▶ **Roosevelt's 21st**, Bethlehem – 20 percent off all food purchases
- ▶ **Sunset Grille**, Allentown – 20 percent off food purchases Sunday-Thursday
- ▶ **The Shanty on 19th**, Allentown – 20 percent off regularly priced food Sunday-Thursday
- ▶ **The Stoned Crab**, Lower Macungie – 20 percent off regularly priced food Sunday-Thursday
- ▶ **The Melting Pot**, Bethlehem – 20 percent off regularly priced food for a colleague and one guest
- ▶ **True Blue Mediterranean Café**, Emmaus and Bethlehem – 20 percent off
- ▶ **Twisted Olive**, Bethlehem – 20 percent off regularly priced food

Discounts do not include alcohol purchases. Discounts apply to the colleague's meal only, unless specified otherwise. You are encouraged to check with the restaurant for details.

-Ted Williams

Get more DISCOUNTS

Find them on the Recreation Committee intranet site. (Visit lvh.com, and click "Recreation Committee" in the left column under "Colleague Resources.")

LVHN Quarterly is a magazine for LVHN colleagues.

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SHIFT DIFFERENTIAL TO INCREASE



Shift differential – extra compensation for hourly colleagues to work evening and night hours – incentivizes colleagues like Timothy Kelly, RN (pictured), to work these hard-to-staff shifts, in turn reducing turnover and the need to fill open positions.

Effective Sept. 27, the shift differential will change from a fixed \$.75 per hour to the following (excluding Health Network Laboratories and LVH-Hazleton):

- ▶ Colleagues who work evening hours (3-11 p.m.) will receive an 8 percent shift differential. That means a colleague earning \$20 per hour would earn an additional \$1.60 per hour during evening hours.
- ▶ Colleagues who work night hours (11 p.m.-7 a.m.) will receive a 10 percent shift differential. That means a colleague earning \$20 per hour would earn an additional \$2 per hour during night hours.

A colleague who works a 12-hour shift from 7 p.m. to 7 a.m. will be paid four hours under the evening differential and eight hours under the night differential. All colleagues must work at least four evening and/or night hours in their shift to be eligible for shift differential. This change also affects LVPG colleagues, who are now eligible for shift differential for the first time.

Colleagues who earn shift differential beginning Sept. 27 will first see the increase in their Oct. 16 pay.

-Rick Martuscelli

GET YOUR **FLU SHOT**



Receiving a flu shot is the best way to protect yourself, your patients and your family from the flu. All colleagues who have patient contact must get a flu shot by Nov. 23, unless an approved medical or religious exemption is granted by employee

health services. The deadline to submit a request for exemption is Nov. 1. Colleagues who do not have patient contact and choose not to get vaccinated must decline by Nov. 23. The declination link appears in the mandatory first quarter TLC bundle.

Flu shot clinic schedule

LVH—Cedar Crest

Kasych Family Pavilion first-floor hallway, 6:30 a.m.-6:30 p.m.

Oct. 1, 5, 21

Nov. 10, 23

LVH—Muhlenberg

ECC hallway, 6:30 a.m.-6:30 p.m.

Oct. 7

Nov. 12

LVH—17th Street

Center for Healthy Aging, 6:30 a.m.-4 p.m.

Oct. 13

Nov. 2, 18

LVHN—Mack Boulevard

cafeteria, 7:30 a.m.-4 p.m.

Oct. 15, 27

Nov. 4, 16

LVH—Cedar Crest

Kasych Family Pavilion first-floor hallway, 6:30 a.m.-11 p.m.

Oct. 24

LVHN—One City Center

seventh floor open area, 8 a.m.-1 p.m.

Oct. 29

LVH—Muhlenberg

ECC hallway, 6:30 a.m.-11 p.m.

Oct. 31

Vaccinations also will be provided during walk-in hours at employee health services offices, as well as in departments with approved peer vaccinators.

-Rick Martuscelli

Visit hr.lvh.org and click "Employee Health" and "Employee Health Services Hours and Locations" for walk-in hours.

COMING SOON TO YOUR HOME: THE 2016 **OPEN ENROLLMENT** PACKET

The first step in creating a healthier community is to take charge of your own health. That's why you must check your mailbox the week of Sept. 14. That's when you'll receive the annual Open Enrollment information packet at your home address if you're eligible for Choice Plus medical, dental, vision, supplemental life insurance or flexible spending account (FSA) benefits coverage in 2016.

The packet will include:

- ▶ **What's Changing for 2016** – Detailed information about important benefit changes
- ▶ **2016 Choice Plus Medical Plan Brochure** – Information and examples to help you choose between the Choice Plus PPO and HSA health plans

- ▶ **Summary of Material Modifications** – A one-page sheet of health plan changes for 2016

- ▶ **ExpressCARE or Emergency Room information** – A one-page sheet to help you decide the level of care required

Please review all documents carefully before you enroll in benefits. If you don't receive your packet by Sept. 30, call the benefits hotline at 484-884-3199.

Open Enrollment will be held Oct. 9-30, 2015. If you want benefits, you must enroll through Lawson on your SSO toolbar during these dates.

This year the Health and Wellness Assessment is not required as a step to enroll in the benefit plans. However, all colleagues are encouraged to take the assessment

and continue to learn more about your health and taking care of yourself.

-Kyle Hardner

Visit MyPopulytics.com to take the Health and Wellness Assessment.

attend an open
enrollment **HELP SESSION**

LVHNDAILY 

Search **#OpenEnrollment2016** for
dates and times.

Marketing and Public Affairs

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A PASSION FOR BETTER MEDICINE



EPIC WITH EPIC

During her 11 years at LVHN, Brandi McMillian, RN, has seen many changes in the way we document patient information. Yet in her mind, none have been as beneficial to providers and patients as our Epic transformation. That's why the LVH-Muhlenberg emergency department (ED) charge nurse chose to become an Epic subject matter expert and super user nearly two years ago. Since then, she's been diligent about preparing colleagues for Epic Wave 2 Go Live on Aug. 1.

"I worked 17 hours on Aug. 1 and 13 hours on Aug. 2," says McMillian, who logged nearly 60 work hours during Go-Live week. "The

staff was relying on me for support, so I made myself available." She even came in on her days off.

McMillian's dedication was apparent in the months leading up to Go Live too. When she realized there were ED-specific topics not covered in the standard Epic education sessions that her colleagues needed to know about, she took it upon herself to design additional education sessions for 70 ED colleagues. Among the things she taught were how to use the "patient transport" icon to safely transport patients to diagnostic studies, and how to document a patient who presents in the ED with a behavioral health condition. "People said they appreciated the additional

education and weren't as anxious about Go Live," McMillian says.

Since the first day Epic Conversion Team members met McMillian, they knew she was special. "She spent many hours helping to ensure that we captured what all the EDs needed," says Micheline Brunner, RN, the team's inpatient process coordinator. "Most of all, she helped ensure our patients will be well taken care of in Epic."

The hard work McMillian did to prepare and support colleagues has been challenging, but worthwhile. "It's what needed to be done to provide the best care to our patients," she says. "That's the bottom line."

-Rick Martuscelli